

Attachment A

**American Customer Satisfaction Index
Formula Weights for Program Year 2011**

State	Satisfaction (SATIS)	Confirm (CONFIRM)	Ideal (IDEAL)
Alabama	0.3932	0.3246	0.2822
Alaska	0.3507	0.3545	0.2948
Arizona	0.4032	0.3186	0.2781
Arkansas	0.3919	0.3232	0.2849
California	0.3905	0.3317	0.2778
Colorado	0.4053	0.3203	0.2745
Connecticut	0.3853	0.3298	0.2849
Delaware	0.3866	0.3330	0.2804
DC	0.3750	0.3319	0.2931
Florida	0.3906	0.3282	0.2812
Georgia	0.4011	0.3265	0.2724
Hawaii	0.4048	0.3190	0.2761
Idaho	0.3797	0.3524	0.2679
Illinois	0.3857	0.3302	0.2841
Indiana	0.4081	0.3161	0.2758
Iowa	0.3899	0.3235	0.2866
Kansas	0.4002	0.3314	0.2684
Kentucky	0.3862	0.3307	0.2831
Louisiana	0.3940	0.3241	0.2819
Maine	0.3952	0.3233	0.2815
Maryland	0.3762	0.3302	0.2936
Massachusetts	0.3879	0.3315	0.2806
Michigan	0.3913	0.3272	0.2815
Minnesota	0.3931	0.3278	0.2791
Mississippi	0.3957	0.3307	0.2736
Missouri	0.3979	0.3276	0.2745
Montana	0.4007	0.3215	0.2778
Nebraska	0.3913	0.3352	0.2735
Nevada	0.3995	0.3198	0.2807
New Hampshire	0.3937	0.3284	0.2779
New Jersey	0.3834	0.3269	0.2896
New Mexico	0.4178	0.3224	0.2598
New York	0.3913	0.3338	0.2749
North Carolina	0.4012	0.3225	0.2763
North Dakota	0.3991	0.3131	0.2877
Ohio	0.3940	0.3294	0.2766
Oklahoma	0.3945	0.3294	0.2761
Oregon	0.3997	0.3246	0.2758
Pennsylvania	0.3939	0.3282	0.2779
Rhode Island	0.4118	0.3399	0.2483
South Carolina	0.4054	0.3151	0.2795
South Dakota	0.4017	0.3155	0.2828
Tennessee	0.4018	0.3180	0.2802
Texas	0.4016	0.3232	0.2752
Utah	0.4013	0.3198	0.2789
Vermont	0.3864	0.3678	0.2457
Virginia	0.3996	0.3284	0.2720
Washington	0.3944	0.3227	0.2829
West Virginia	0.3881	0.3281	0.2838
Wisconsin	0.3950	0.3236	0.2813
Wyoming	0.3730	0.3526	0.2744
Aggregate	0.4127	0.3688	0.3229